

Proof of deliveries

The Proof of Delivery (POD) is a critical document in the logistics process, serving as the final verification that a product has been delivered and accepted by the recipient. It may also be referred to as a delivery note, among other local terms. The POD is essential for defining freight details and responsibilities. Its accuracy is crucial for facilitating payments and deductions, collecting data, and monitoring performance.

1. Receiving Deliveries

Upon receiving a delivery, the recipient should:

- Verify the quantity of pallets or cartons against the POD and any accompanying delivery documents.
- Inspect the external condition of the cartons or pallets for damage. If damage is found:
 - Accept the damaged cargo if usable or correctable on-site.
 - Reject the goods outright and initiate reverse logistics to prevent further deterioration and avoid potential disputes over the extent of damage.
- Confirm the description of goods matches the POD.
- Note any discrepancies on the POD, take photographs if necessary, and immediately notify relevant parties.
- Indicate issues such as damaged or missing seals, and discrepancies in quantity or documentation on the POD.
- Stamp, sign, and date the POD to include the time of receipt and any remarks.

Who Should Sign the POD?

Ideally, the recipient listed on the shipment should sign the POD. If unavailable, someone with equivalent or higher authority should sign to ensure accountability.

2. Post-Delivery Actions

If damage is identified after signing the POD, the recipient should:

- Document everything meticulously, especially any visible damage.
- Move the goods to a safe location to prevent further damage.
- File a damage claim within 14 days, including all pertinent details and documentation.
- Fulfill payment obligations to maintain legal standing in potential disputes.

3. After Delivery: Responsibilities of the Transporter

Post-delivery, the transporter should provide:

- A complete distribution list with planned and actual delivery dates, supported by PODs.
- A list of all routes covered, including truck details and cargo tonnage.
- Copies of Inventory Return Reports and all PODs, both hard and digital copies (PDF format).
- Distribution invoices corresponding to the PODs and a justification for pricing.

- Assurance that each drop (for multi-drop shipments) has a unique POD.

4. Customer's Responsibilities

Before engaging with a Logistics Service Provider (LSP), ensure:

- The POD captures all necessary information, including dates, times, shipper, consignee details, and specific cargo details.
- The contract specifies management of incomplete or incorrect PODs, tying compliance to payment.
- Timely return of PODs is mandated, with specifications for correlating invoices with PODs.
- The POD format supports recording of direct deliveries or multiple drops appropriately.

5. Managing Electronic Proof of Delivery (E-POD)

E-PODs allow for a digital acknowledgment of receipt, facilitating real-time or near-real-time data transmission. This system enhances visibility, expedites the billing process, and improves record accuracy. In cases where digital transformation is gradual, a hybrid system—combining paper PODs with digital image capture of the signed document—can offer a practical solution, maintaining the benefits of digital speed while fulfilling any regulatory or operational requirements for paper documents.

Managing proofs of delivery effectively is fundamental to ensuring accountability, accuracy, and efficiency in the delivery process. As logistics systems evolve, adopting more integrated digital solutions like E-PODs will become increasingly beneficial.